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Online Consultation and Medicine Service  
at Specified Internet Hospital

# User Manual

# Online Consultation and Medicine Service at Specified Internet Hospital

## USER MANUAL

The manual can only be used by the insured members of the Individual High-end Medical Insurance of AXA Global Healthcare (China). The services mentioned in the manual are provided by the domestic health service provider (hereinafter referred to as "service provider") which has been cooperating with AXA Global Healthcare (China).

Through this manual, you would have a clear understanding of the content and usage of the services as much as possible. The details of specific services shall be subject to the service contract signed with the service provider.

"Online Consultation and Medicine Service at Specified Internet Hospital" consists of "Family Doctor", "RealTime Consultation" and "Online Prescription".

This material is for reference only. Please pay attention to the application notice, service instruction manuals, and important matters such as exclusion clause. For complete insurance coverage and exclusion, etc., please refer to the terms and conditions of insurance policy and the terms and conditions shall prevail.

# 1 BINDING USER INFORMATION

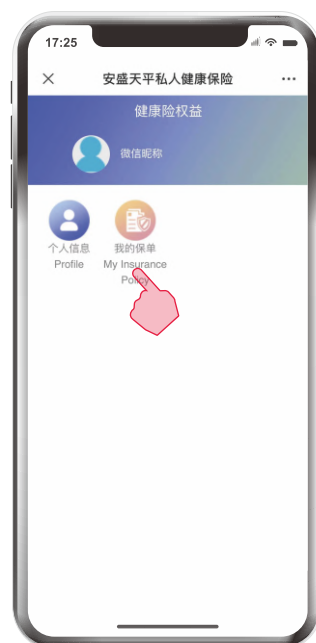
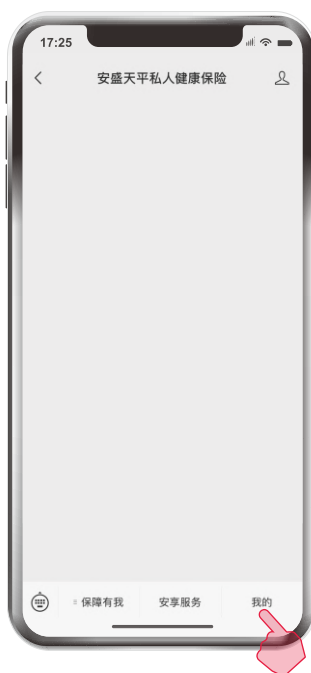
- 1 Please scan the QR code on the right side or search “安盛天平私人健康保险” to subscribe the Official WeChat Account of AXA Global Healthcare (China).

\* Please login the WeChat account of AXA Global Healthcare (China) for Online Consultation at Specified Internet Hospital service.



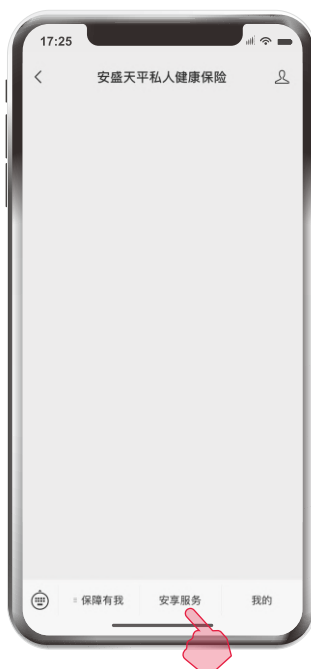
- 2 Click **[My]** — **[My Insurance Policy]** . Bind the your information and your minor children (if any) \*

\* If your spouse and children over 18 have also purchased this insurance, please use their WeChat accounts to separately bind the information.



- 3 In the service dialog box, please select **[AXA Health Insurance Service]** — **[Internet Hospital]** / **[English Healthcare Advice]** to choose the insured (you or your children) who needs the inquiry.

This service is available to insured aged 6-65, otherwise, please go to an off-line hospital.



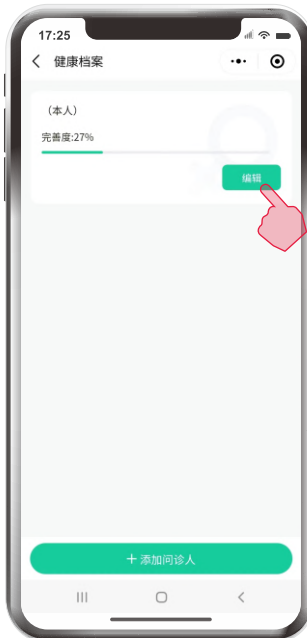
# 2 CHINESE SERVICE INTRODUCTION

## (1) First Registration

### 1 Fill in "Health Records"



Click **【Health Records】** on the home page



Add patient information (support modification of personal information)



Fill in personal information and save it

### 2 Add delivery address for medicine

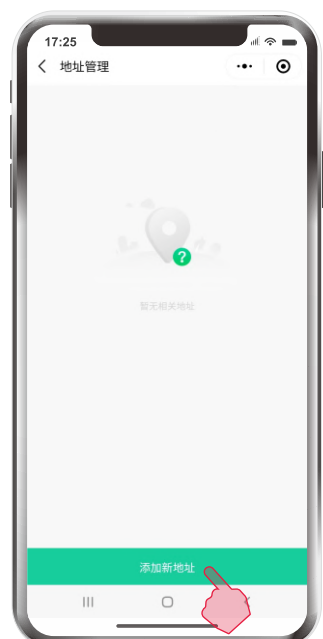
You can setup the medicine delivery address during registration (multiple addresses, such as home and company, etc. can be appointed).



Click **【My】** on the home page



Add delivery address for medicine



Click **【Add New Address】**

## (2) Service Usage

### 1 Family Doctor / Appointment for Video Consultation Service:

When you register and log in for the first time, the service provider will assign you a fixed "Family Doctor", who provide you "Video Consultation Appointment Service" during the policy year.

#### 1 Make an appointment



Click **[Appointment for Video Consultation Service]**



Select your preferred appointment time \*



Fill in health concern and select **[Make An Appointment]**

The available time here is based on your corresponding Family Doctor's schedule. If your Family Doctor has no available \* time slot recently, and you still want to have a consultation, please choose "RealTime Consultation Service".

#### 2 Change the appointment

You can change the time of the appointment 24 hours in advance.



Click **[My Consultation]**



Click **[More Details]**



Click **[Change Appointment]**

\* If you can not make the consultation on time, please cancel the appointment in advance.

## 3

## Notice and Consultation

You will receive the "**Notification of Appointment Status**" sent by the WellDoc(Guangzhou)'s Official WeChat account when the appointment is confirmed, and 5 minutes before your Consultation starts, respectively. (The "**Notification**" is also your entrance link to your online Consultation Service)



Click "**Enter the Consulting Room**" to start the consultation.

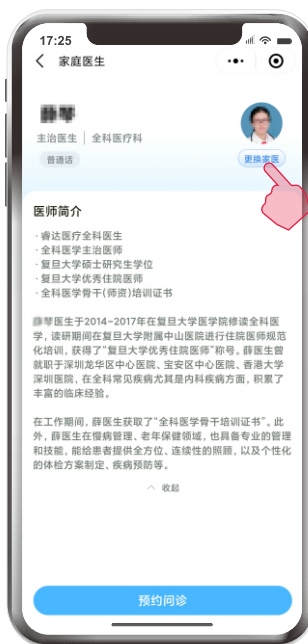
## 4

## Change Family Doctor

You can change your Family Doctor 4 times/policy year.



Click the name of your Family Doctor



Click **[Change Family Doctor]**



Choose the Family Doctor you prefer

## 2 RealTime Consultation Service:

If you need immediate face-to-face communication with the doctor due to the urgency and lack of time to wait for an appointment, please choose the "RealTime Consultation". Service time for 'Real Time Consultation' is the following:  
Monday to Friday: 9:00-21:00      Saturday: 9:00-18:00  
Online Consultation service is not available Sunday and on public holidays.



Click **[Immediate Video Consultation]**



Fill in your main health concern



Wait for the doctor to respond to your inquiry

## 3 Online Prescription Service:

1. When complete you consultation, your doctor will issue a consultation summary and suggested medication.
2. Approved by pharmacist, you will receive a notification from WellDoc(Guangzhou)'s Official WeChat account . Please click the link of "Notification" to complete the payment of relevant fees (i.e. medicine co-pay and courier fee) of your bill (WeChat payment is available).
3. You can view and check your order through **[My] - [My Inquiry/all orders]** . (prescription confirmation is available for 3 days)



\* If you have any questions about the online consultation and medicine service, please call 400-680-8065 for more details (working hours: Monday - Saturday 9:00~18:00, ). Customer service is not available Sunday and on public holidays. Your needs will be recorded, and the service personnel will reply you during working hours.

## 4

## Physical examination report interpretation service

Number of service:

Smartcare Essential: 1 time/policy year, other individual products: 2 times/policy year.



Click **【Apply report Interpretation】**



Fill in the name of the report, examiner, examination date, and upload the report.



Confirm the upload



Click **【My Report】**



View doctor's interpretation of your report



# 3 English Healthcare Advice

According to regulation, specified Internet hospitals can only provide online consultation and medicine services to users who speak Mandarin or accompanied by interpreter. In the absence of an interpreter, users can benefit English healthcare advice with reservation in advance.

- 1 Please scan the QR code on the right.
- 2 Please fill in the appointment questionnaire sent by the customer service.  
(working hours Monday-Saturday: 9:00-18:00)
- 3 English customer service personnel will contact you to confirm the appointment time.
- 4 The doctor will call you and provide Healthcare advisory service at the appointment time through 0755-36561467. Please be aware of the incoming phone calls.



AXA Tianping Property Insurance Co., Ltd.

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